

Sang Sur, Ph.D., CISSP, CCA

Old Tappan, NJ 07675 | (631) 432-6763 | sang@sangnjh.com

CHIEF ADVISORY TECHNOLOGIST

Executive IT/Engineering Leadership – Business/Technology Strategy and Governance – M&A
Cloud Migration – Information Security – Process Improvement – Agile – Program Management – DevOps

A collaborative and innovative technical leader, entrepreneur, and a United States Air Force veteran with 20+ years of solid engineering program management accomplishments in retail, advanced electronic communications systems, defense, executive IT management, and other industry sectors. Successful in providing insight and impact by educating the board of directors, executive team, business partners, employees, and contractors on security threats, engineering issues, and programmatic risks.

- ✓ **Trusted advisor, big picture visionary, and change agent at a \$1.5 billion wholesale national grocery chain:** Proactively partnered with 15+ C-Suite executives and technology stakeholders and established IT vision/strategy to mature the IT and information security programs in support of evolving business needs in a fast-paced environment.
- ✓ **Global IT leader at an \$18.9 billion organization:** Developed and deployed strategic roadmap, risk management, security, regulatory compliance, and execution leading 14 M&A deals valued at \$2.8 billion.
- ✓ **Inspiring people manager, business partner, and collaborator:** Drove business change and directed mentoring and training of 2,000 employees during a \$15 million security and infrastructure improvement project, balancing company needs across Sales, Marketing, Operations, Product Engineering, Customer Success, Finance, Legal, HR, and IT

EDUCATION AND CREDENTIALS

Doctor of Philosophy (Ph.D.), Business Administration and Management, w/c Aeronautics Management, Northcentral University, San Diego, CA | *Diss.: Assessing Customer Perceptions of Quality of Service of Private Flight Service Providers*

Master of Science (M.S.), Aeronautics, w/c Avionics, Aerospace Safety Systems, Aeronautics, and Human Factors, Embry Riddle Aeronautical University, Daytona Beach, FL | Honorary Aerospace/Aviation Safety Systems Certificate

Bachelor of Science (B.S.), Physics | **Bachelor of Arts (B.A.),** Psychology, State University of New York, Binghamton, NY

Cybersecurity Maturity Model Certification (CMMC) Certified CMMC Assessor (CCA) / Certified CMMC Professional (CCP) | Certified Information Systems Security Professional (CISSP), (ISC)² | Certified Business Analysis Professional (CBAP), International Institute of Business Analysis (IIBA) | Certified Scrum Professional (CSP) and Master (CSM), Scrum Alliance | Project Management Professional (PMP) | Agile Certified Practitioner (ACP), Project Management Institute (PMI) | Professional Certified Coach (PCC), International Coaching Federation (ICF) | Six Sigma Black Belt (CSSBB), Six Sigma | ITIL Foundation Axelos | Defense Program Manager Level 1 Defense Acquisition University | Genos International Emotional Intelligence Practitioner

CAREER SYNOPSIS

Techellence – Saddle Brook, NJ

2022-Present

Chief Advisory Technologist / Executive Coach

Techellence is a premier technology solutions provider that empowers businesses to thrive with minimal or no internal IT staff. Our expert team delivers comprehensive infrastructure setup, systems management, software development, and automation, enabling your business to leverage technology as a powerful catalyst for growth. At Techellence, we are dedicated to enhancing your profitability, efficiency, and security, ensuring that technology becomes a driving force behind your success.

- Developed **software** and **process** of using **augmented reality**, aiding customers to **visualize products**, growing sales.
- **Evaluated engineering** aspects of a potential multi-billion-dollar patent that provides both alternating and direct currents through existing wiring enabling **possibilities of massive power savings globally**, profiting investment team.
- Performed **business analysis** and designed a **globally scalable system** for a \$2M startup retail company.
- Taught graduate-level topics at NJIT and FSU, including **cybersecurity, networking, agile, and app leadership**.

Grand BK – Carlstadt, NJ

2021-2022

Head of Information Technology / Senior Director (CIO Equivalent)

Serving as the chief IT executive directing business strategy for a \$1.5B revenue wholesale national grocery chain, providing vision and oversight for the technical needs of 70+ stores and 10+ warehouses across the US. Developed the strategic IT growth plan, restructuring the organization, establishing the vision, and implementing employee training to focus on customer needs and continual improvement for scalability and growth. Established security and operational standards by realigning the IT organization to business needs through product development, infrastructure, project management, business analysis, field services, and customer support.

- **Directed cybersecurity training and a \$15M infrastructure upgrade** to receive approval for PCI Compliance.
- Raised up a SW team **to enable HMart to gain the highest revenue to date** by mentoring Java and Python developers **to align with customer needs**, providing external and personal agile training, and coaching the team's execution.
- **Prioritized IT security** by bringing two vendors to monitor ransomware activity, perform penetration testing, and manage Enterprise Resource Planning (ERP) system, **achieving zero attacks, efficiency and preventing threats.**
- Improved business intelligence and data analytics operation, reducing **reporting availability from ~7 days to minutes.**
- Restructured MSSQL databases to **optimize and provide greater security to data** stored on prem and Azure cloud.
- **Saved \$480K annually** by reducing redundant email accounts and merging domain names and providing aliases.
- Enabled resolve of most business-critical issues ensuring **100% accountability of employee/operations support** across all stores and warehouses by establishing a ticketing system that made it easy for IT's customers to use.
- **Resolved accounting of sensitive data management** for HR establishing custom private/public/hybrid cloud.

Techellence – New York, NY**2018-2021****Chief Technology Officer / Technology Consultant**

Successfully created an information technology, infrastructure, cybersecurity, marketing, and web advisory organization, specializing in robotic process automation, machine learning, artificial intelligence, big data, and business applications.

- Handled full-stack development, **highly scalable system designs**, and server management providing **80+ third-party API integrations** to enable business owners to have an online presence and a storefront supporting a large crowd.
- Enabled a startup international e-commerce business to identify process improvement opportunities by **incorporating automation and artificial intelligence methodology** through server and endpoint connectivity.
- Designed and developed Android/iOS applications and established the business process, resulting in **\$5M+ investor support within 6 months.**
- Developed **voice-activated translation prototypes** using AWS and Google products enabling novel business concepts.

CA Technologies, Global Information Systems – Islandia, NY**2014-2018****Senior Principal, Business Systems Analyst, M&A**

Served as the Chief Advisor and Consultant to the SVP of Information Technology, representing Global IT through full acquisition lifecycle from diligence to completion of integration. Established organization and structure to initiate and integrate or disseminate business processes, systems, and infrastructure of internationally acquired/divested companies.

- **Brokered coordination, negotiation, and partnership with external businesses** including with Sales, Marketing, and Finance to make business decisions, identify scope, define timelines and secure resources for successful integration.
- Performed due diligence on **over 20 potential acquisitions**, providing relevant data, risks, and ROI on investments.
- **Developed and implemented the M&A Playbook and enterprise-wide M&A Integration Framework**, continuously improving execution, collaboration, and stakeholders' visibility of budget, schedule, and risks.
- **Achieved \$100M+ in annual operating expense savings** by renegotiating supplier contracts.
- **Enabled \$53M in revenue growth**, successfully transitioning 500-employee-company for organic and scalable growth.
- **Directed end-to-end decisions, management, and integration of technical system architectures, business process flows, and IT-specific infrastructures** such as Network, Cybersecurity, and Collaboration tools globally.

Telephonics Corporation – Huntington, NY**2012-2014****Engineering Manager**

Provided technical and programmatic leadership for Radar Systems Division by directing all engineering functions and guiding other supporting roles, including manufacturing/production, procurement, and contracts, to meet customer requirements. Oversaw and ensured results for engineering proposals, initiation, execution, and completion of projects meeting cost, schedule, and performance constraints, especially for the company's primary product line: APS-143C(V)3/Ocean Eye radar system. Co-chaired Engineering Review Board resolving company impacting systematic issues. Known as the project recovery expert.

- **Restored a technically- and timely-troubled project**, delivering a fully engineered product in 15 months at half the time originally planned, meeting customer's critical timing needs. Concluded with CPI/SPI 0.97 despite challenges.
- Streamlined flight test process, **saving 60% in costs, reducing preparation time by 75% and improving data.**
- **Resolved crisis** in 3 months by directing resources, fulfilling contracts, and **receiving \$9 million in payments.**
- **Reported technical and financial performance** to senior executives along with defined milestones, handling of existing issues, accountability of risks, recommendations of mitigation strategies, and future businesses.

ITT Exelis – Engineering Manager (Countermeasure Electronic Defense Systems for B-52, C-130)**2008-2012****Hamilton Sundstrand (United Technology Corp.) – Senior Systems/Project Manager (787 aircraft)****2006-2008****United States Air Force, Air Force Special Operations Command – 1st Lieutenant – UAV Project Officer****2002-2006****Digital Publishing Interactive – Systems Analyst / Software Engineer****1998-2002**